

September 30, 2010

To: Executive Board

Subject: **Performance Indicators Report – August 2011**

Recommendation

Receive and file the August 2011 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for August-11 was 1,184,282. This is in par with August-10 ridership levels.
- **Fare Revenue** – Total fare revenue for August-11 was \$1,460,808, resulting in an average fare of \$1.23 per boarding. This is a six percent improvement over August-10 revenue levels.
- **Operating Expenses** – Total operating expenses for August-11 were \$5,324,052 resulting in an average cost per service hour of \$91.29. Total operating expenditures show an improvement of four percent over August-10 figures.
- **Accidents** – There were five preventable accidents in August-11 for an average of 0.44 accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 9.8 complaints per 100,000 boardings for August-11. Customer comments typically spike immediately following a service change.
- **Schedule Adherence** – This month, 88.6 percent of all trips surveyed were on-time. This is an improvement of seven percent when compared to August-10.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;

Executive Board Meeting – 9/30/11
Performance Indicators Report – August 2010
Page 2

- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in August were 1,184,282, equivalent to August-11 levels. Ridership figures historically trend upward through September as the new school year begins. Year-to-date ridership totals currently reflect a one percent increase over the same time, previous year.

The total recorded fare revenue in August-11 was \$1,460,808 million, representing a decrease of three percent over August-10 figures. This resulted in an average fare per boarding of \$1.23. Year-to-date, revenues reflect a three percent improvements over FY-11 year-to-date totals. Overall expenditures for the month were \$5,324,052 million, which is an improvement of four percent over August-10 figures.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. On August-11 there were a total of five preventable accidents, producing an average of 0.44 preventable accidents per 100,000 miles for the month. This is an increase of two more accidents than on August-10, however preventable accidents per 100,000 miles continue to be below the performance target.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule

Executive Board Meeting – 9/30/11
Performance Indicators Report – August 2010
Page 3

Adherence.

Complaints per 100,000 Boardings

In August, ten Complaints per 100,000 boardings were recorded. This is above the performance target of 7.5. Of the 117 complaints received during the month, 51 were related to schedule adherence. There were also 39 complaints related to operator courtesy, 18 related to safety, and nine related to fares.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In August-11 the agency achieved an average of 88.6 percent on-time performance on all lines. This is just below the performance target of 90 percent and it's an improvement of seven percent over August-10 figures.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 33 seconds during August-11 is well below the performance target of 50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner. For the month there were a total of 28,339 calls received.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In August-11, Foothill Transit averaged 47,529 miles between service interruptions. This is well above the fiscal year target of 15,000 miles. This indicator not only measures overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions. Roadcalls are tracked daily and categorized through the agency's Business Intelligence program. Roadcalls that result in customer delays due to coach exchanges in the middle of the route are classified as Service Interruptions

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Executive Board Meeting – 9/30/11
Performance Indicators Report – August 2010
Page 4

Boardings per Vehicle Service Hour

The agency averaged 20.3 boardings per vehicle service hour in August-11. This is in par with August-11 and the fiscal year performance target of 20.0. The 58,319 service hours operated during the month is one percent above the same time in the previous fiscal year.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In August-11, the agency averaged 43,959 boardings per weekday, which is slightly below the fiscal year target of 44,000 boardings per weekday. This also represents an almost two percent decrease in average weekday boardings when compared to August-10 figures.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in August-10 was \$96.26, which is above the fiscal year target of \$92.91, and also reflects an increase of 2.3 percent when compared to August-09 figures.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The August-10 farebox recovery ratio was 27.44 percent. This is above the performance target of 25.96 and is equivalent to August-10 figures. Year-to-date Farebox recovery is currently 28 percent this is an improvement of three percent over FY-11 totals. The farebox recovery ration is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,

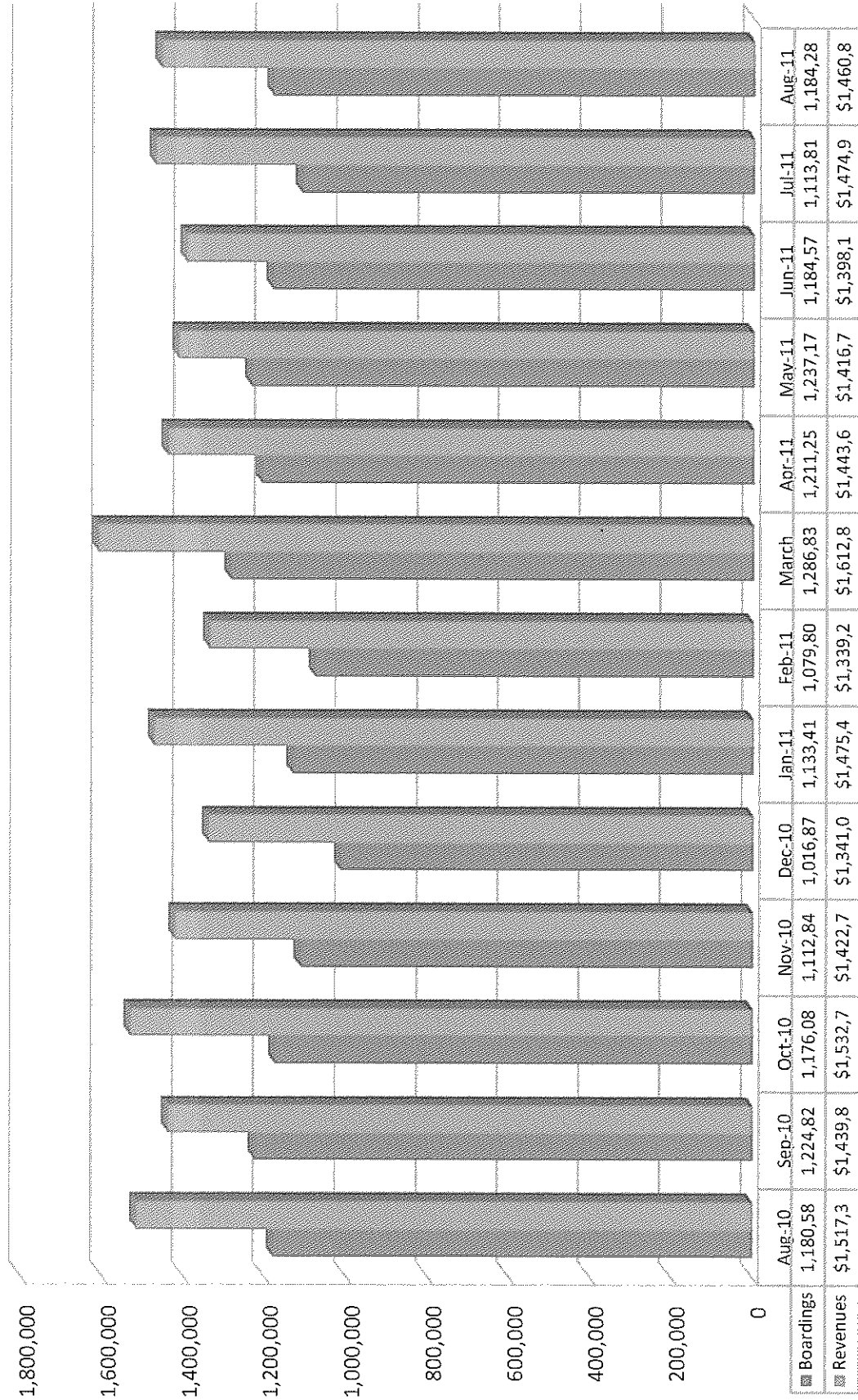

Dieter A. Aragón
Planning Manager


Doran J. Barnes
Executive Director

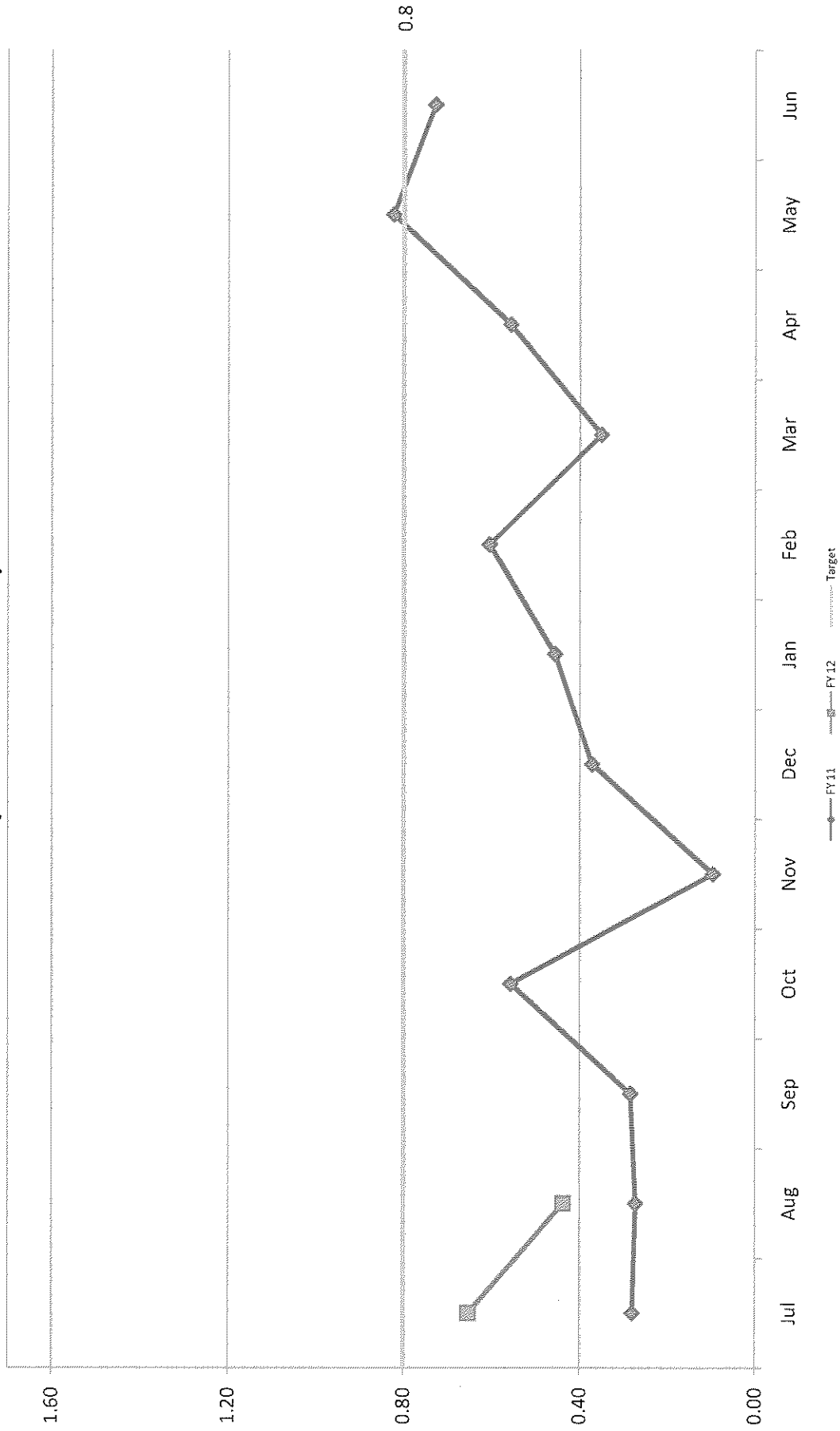
Attachment A: Key Indicators Report
August-11

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,184,282	N/A	1,180,580	0.31%	N/A	2,298,093	N/A	2,321,363	-1.00%
	Vehicle Service Hours		58,319	N/A	57,615	1.22%	N/A	113,892	N/A	115,136	-1.08%
	Total Fare Revenue	B	\$1,460,808	N/A	\$1,517,369	-3.73%	N/A	\$2,935,709	N/A	\$2,836,639	3.49%
	Total Operating Expense		\$5,324,052	N/A	\$5,545,720	4.00%	N/A	\$10,455,035	N/A	\$10,401,553	-0.51%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.44	X	0.27	37.85%	0.80	0.54	X	0.27	49.56%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	9.88		10.00	1.16%	7.5	9.49		9.00	-5.36%
	Schedule Adherence	E	88.6%		82.8%	7.03%	90%	86.3%		84.9%	1.56%
	Average Hold Time	F	0:33	X	0:25	32.00%	0:50	0:33	X	0:28	17.86%
Operate an Effective Transit System	Average Miles Between Service Interruptions	G	47,529	X	15,960	197.80%	15,000	48,079	X	21,273	126.01%
	Boardings per Vehicle Service Hour	H	20.3	X	20.5	-0.98%	20.0	20.2	X	20.2	0.00%
	Average Weekday Boardings	I	43,959		44,703	-1.67%	44,000	44,539	X	44,820	-0.63%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$91.29	X	\$96.26	5.16%	\$96.27	\$91.80	X	\$90.34	-1.61%
	Farebox Recovery Ratio	K	27.44%	X	27.36%	0.28%	25.96%	28.08%	X	27.27%	2.96%

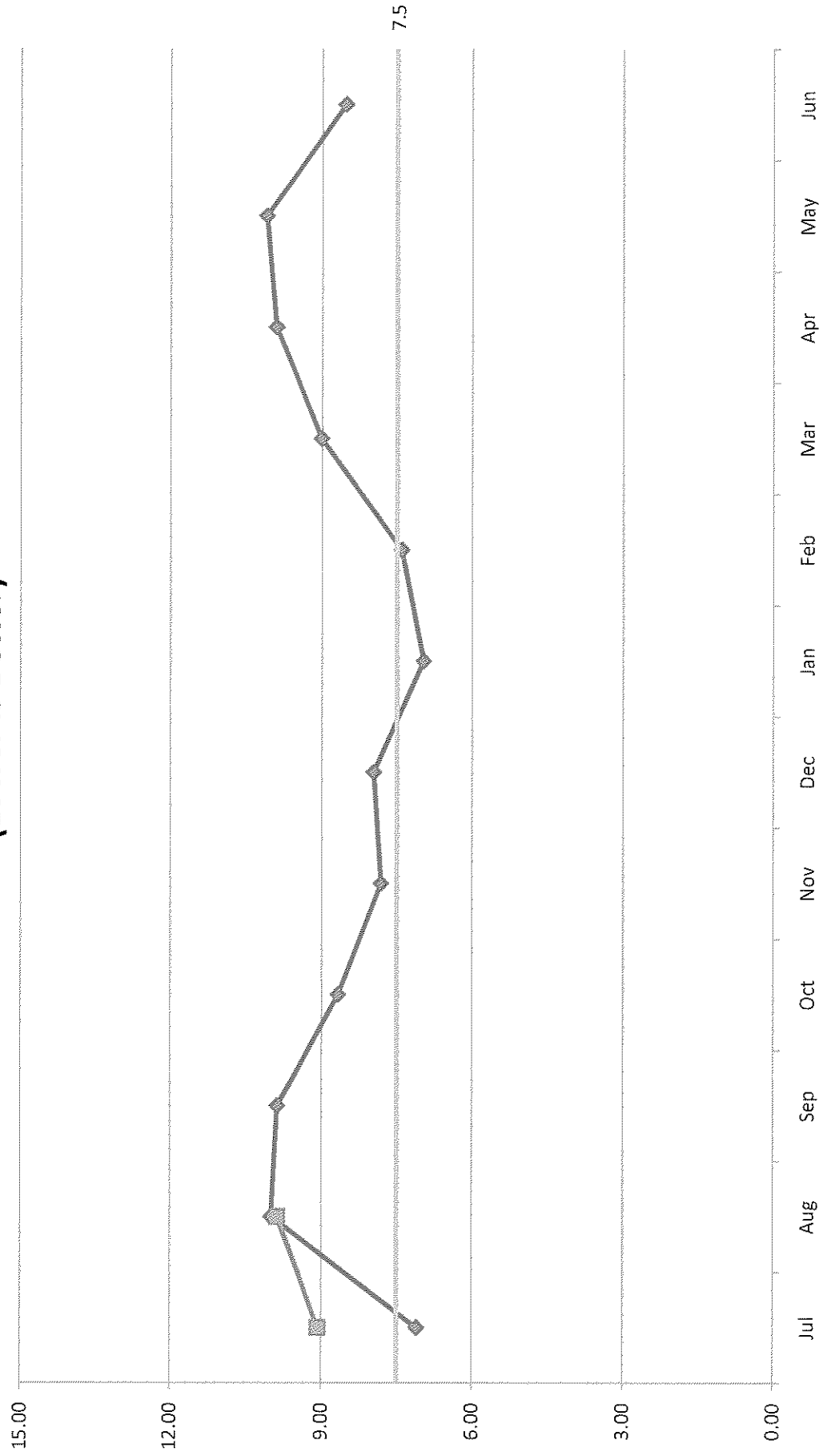
Attachment B: Total Boardings vs. Total Revenues



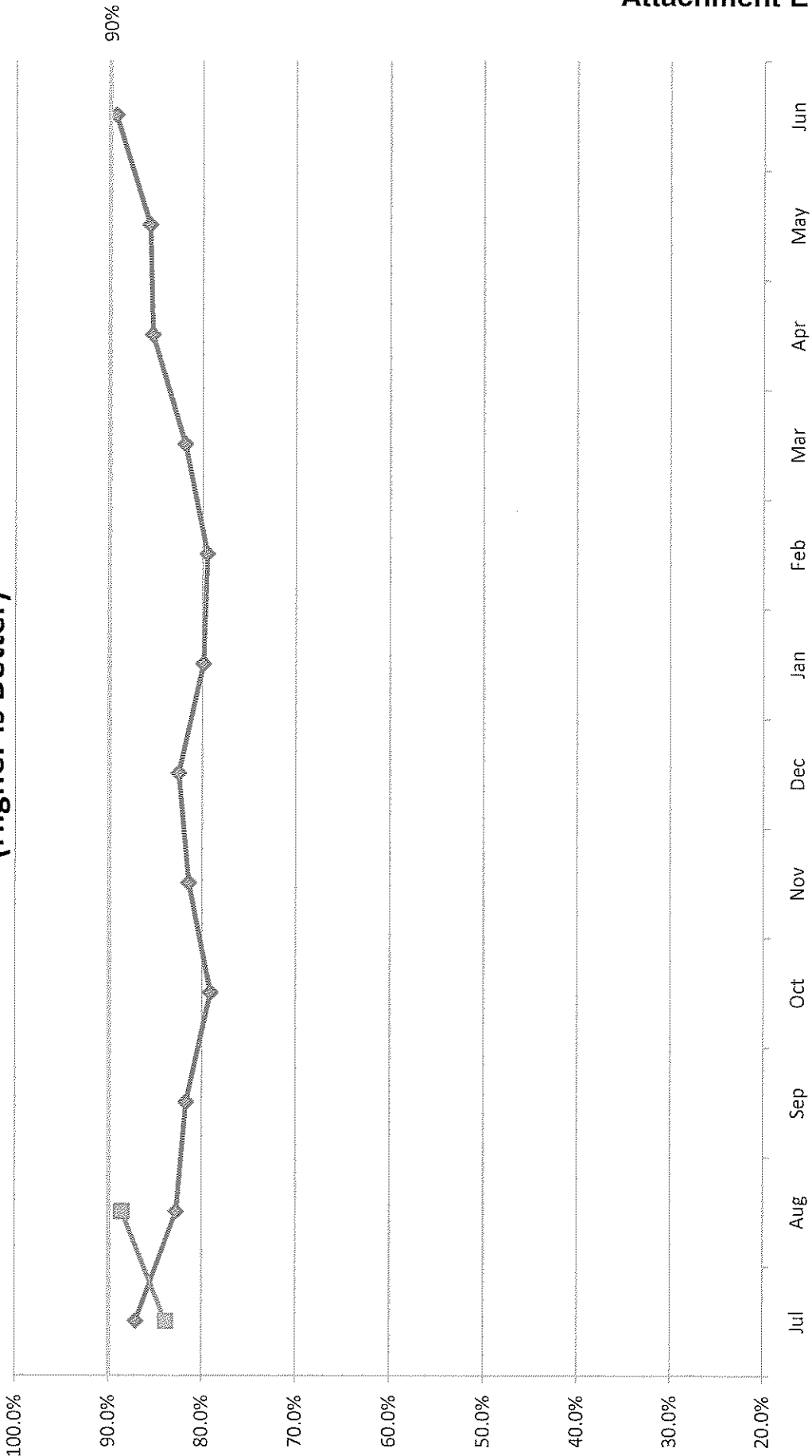
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



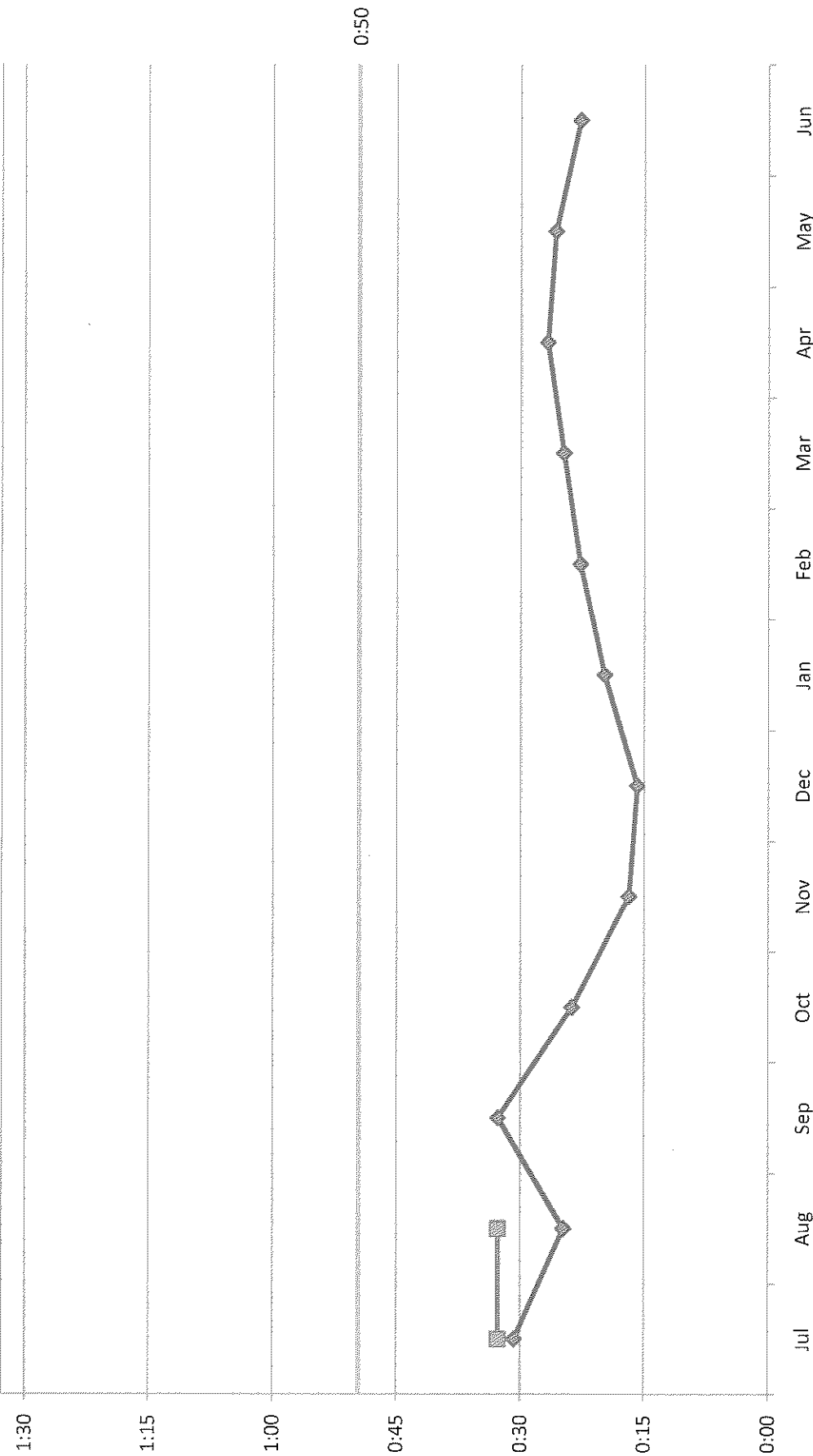
Attachment D: Complaints per 100,000 Boardings (Lower is Better)



Attachment E: Schedule Adherence
(Higher is Better)

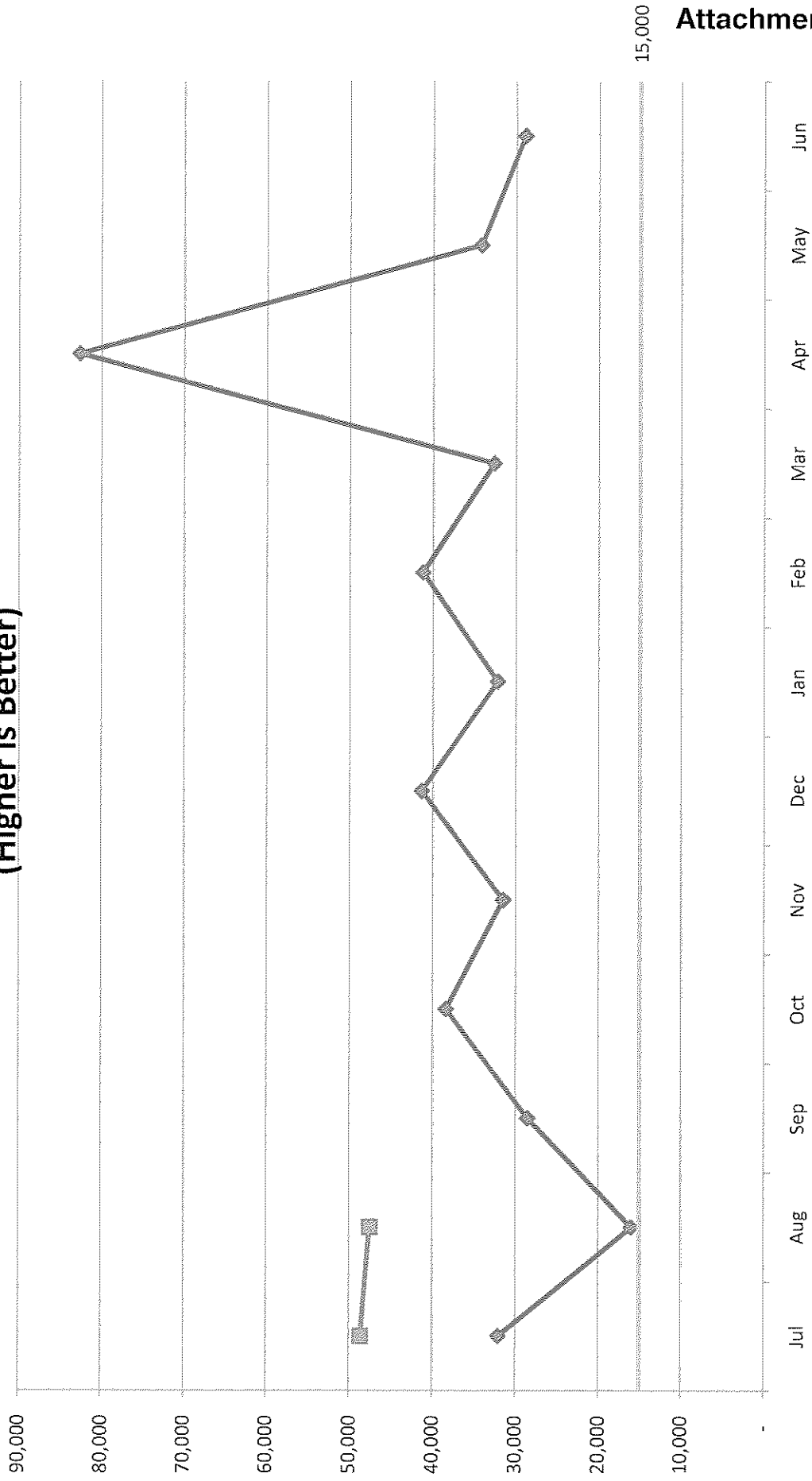


Attachment F: Average Hold Time
(Lower is Better)



0:50

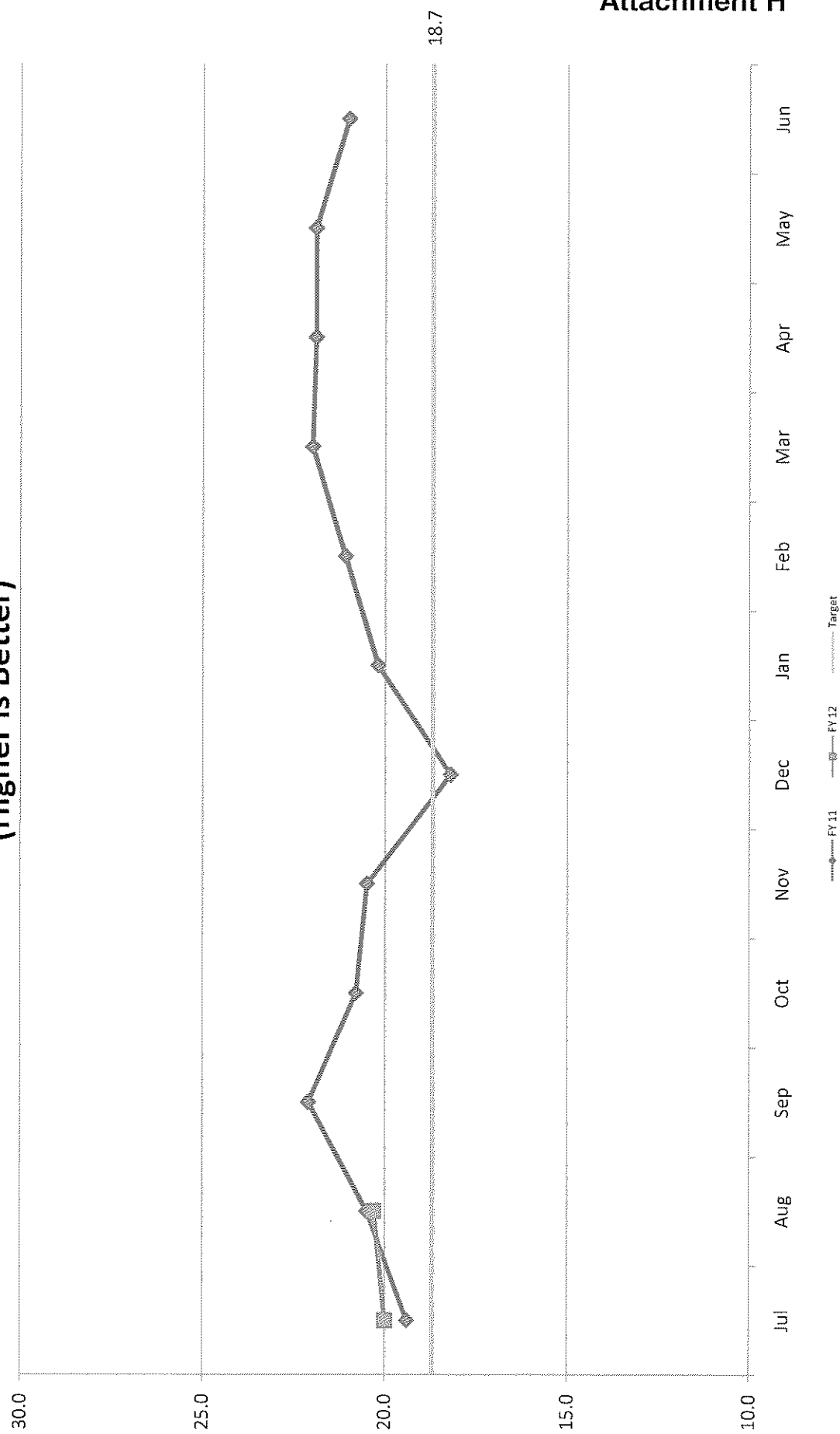
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



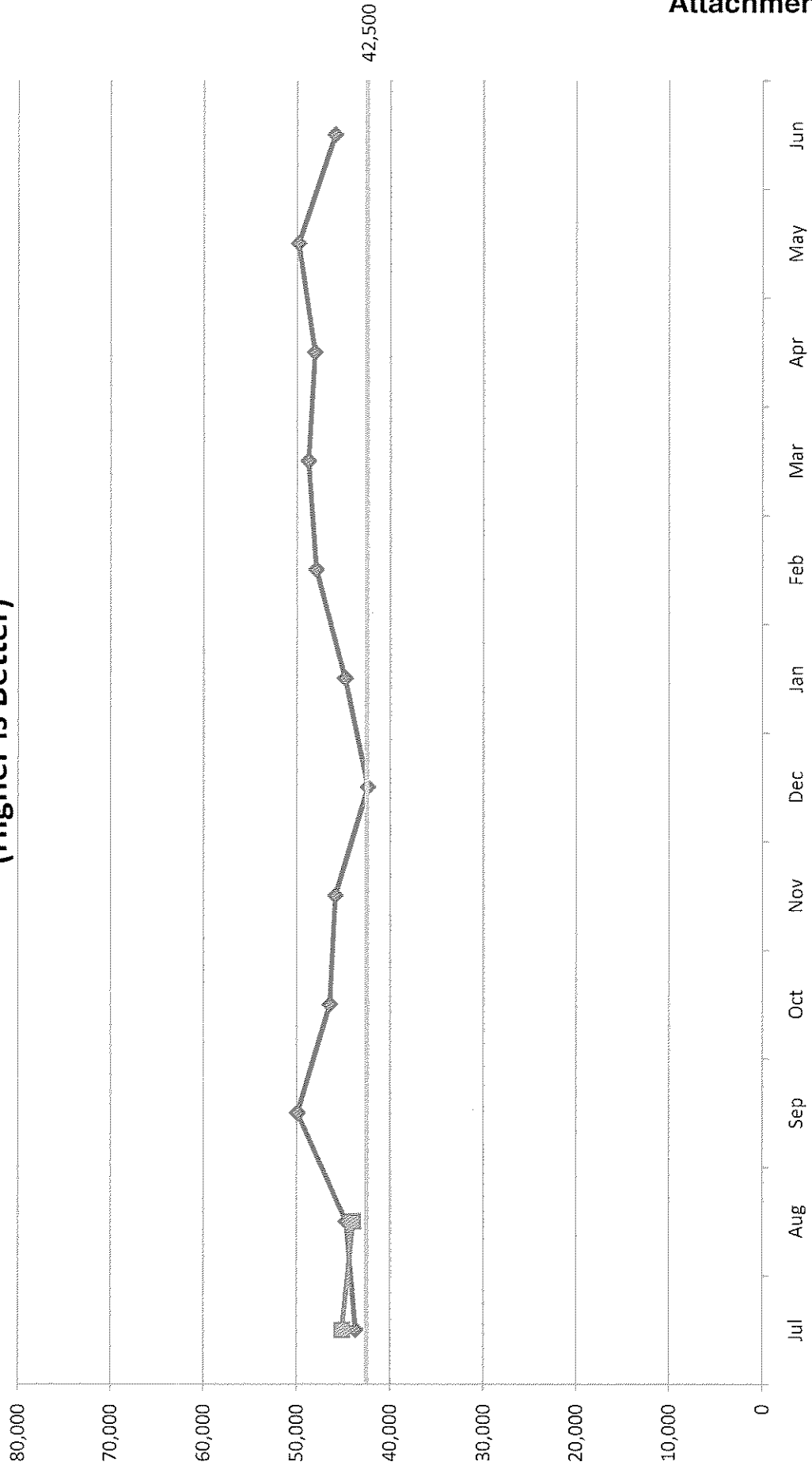
15,000

Attachment G

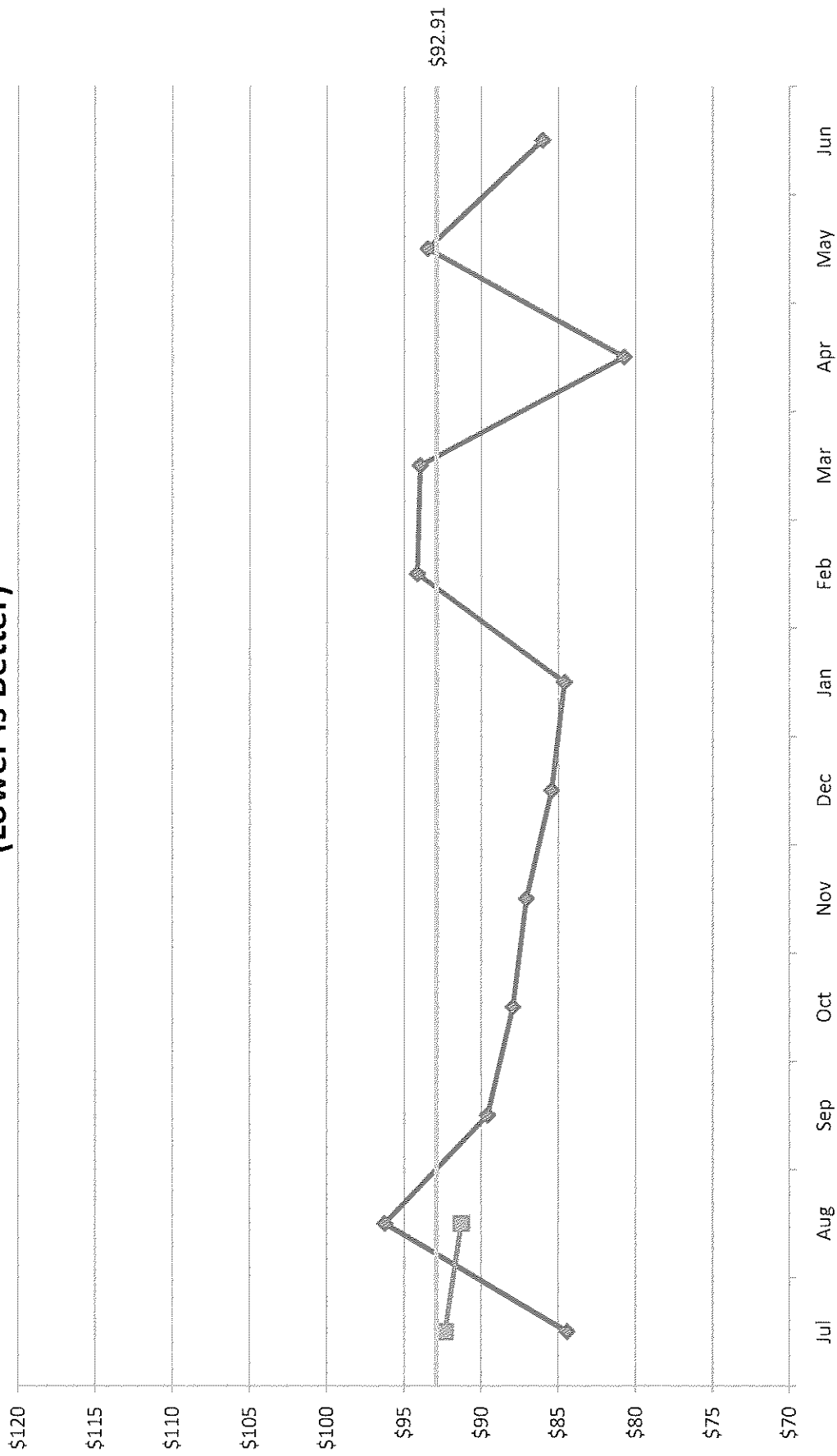
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



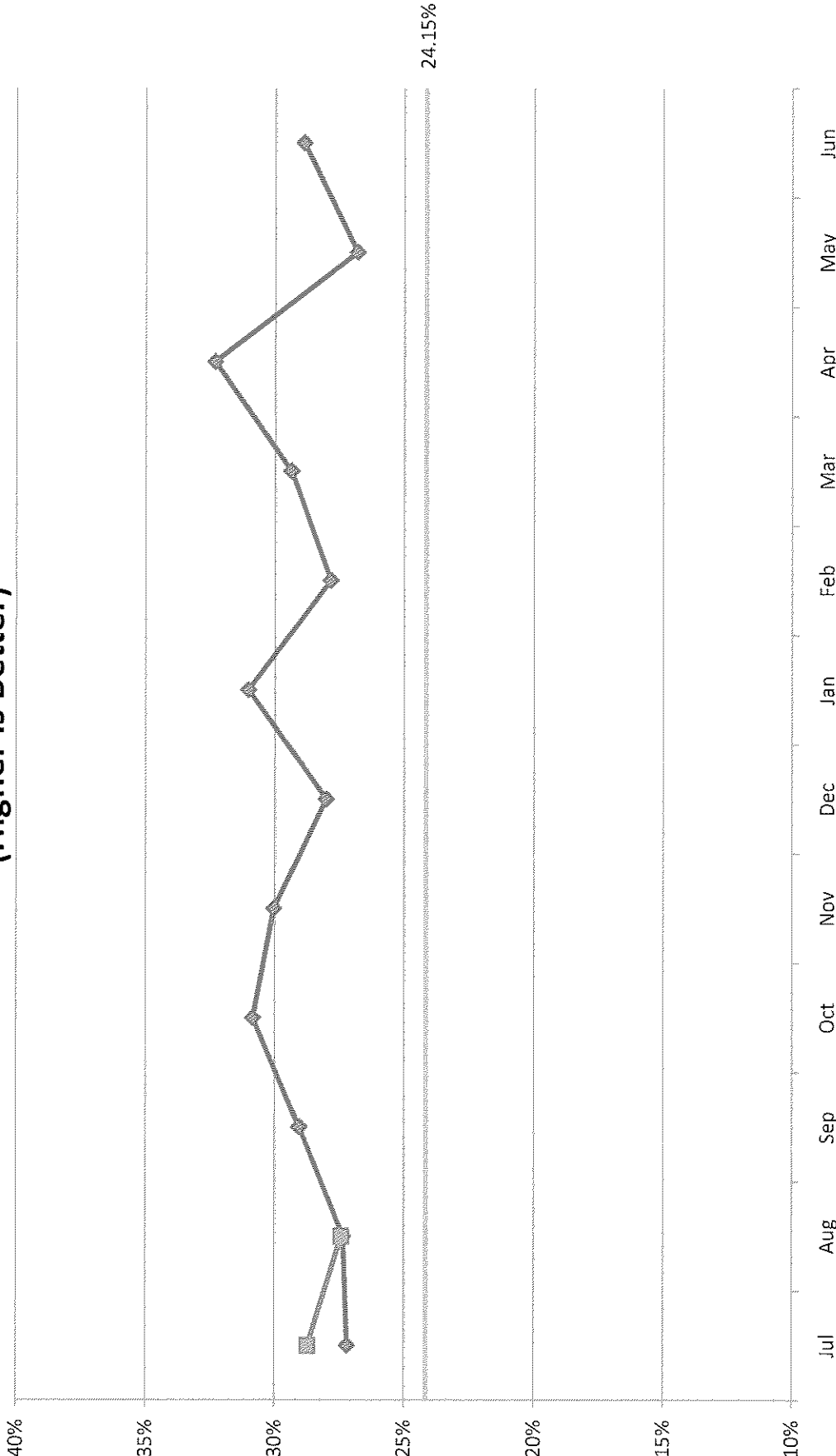
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour
(Lower is Better)



Attachment K: Farebox Recovery Ratio
(Higher is Better)



24.15%

Attachment L: Operations Report - Total System
August-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.23	\$1.16	6.49%	\$1.25	\$1.28	X	\$1.29	-0.50%
Average Cost per Boarding	\$4.50	\$4.26	-5.62%	\$4.81	\$4.55	X	\$4.48	-1.53%
Average Subsidy per Boarding	\$3.26	\$3.10	-5.29%	\$3.56	\$3.27	X	\$3.20	-2.35%
Total Vehicle Miles	1,140,691	1,089,867	4.66%	N/A	2,210,538	N/A	2,191,093	0.89%
Vehicle Service Miles	864,981	849,949	1.77%	N/A	1,686,394	N/A	1,703,677	-1.01%
Total Vehicle Hours	68,774	67,664	1.64%	N/A	133,756	N/A	135,259	-1.11%
In-Service Speed	14.8	14.8	0.38%	N/A	14.8	N/A	14.8	0.07%
Boardings per Vehicle Service Mile	1.37	1.34	2.01%	N/A	1.36	N/A	1.36	0.01%